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ABSTRACT

This manual presents 15 Continuous Quality Improvement (CQI) tools and techniques necessary for effective teaching. By using the tools and techniques of CQI, teachers will be able to help themselves and their students to focus on the classroom processes. This will permit the teacher and students to plan, organize, implement, and make decisions about learning. To properly implement the facilitating (teaching) system, teachers need to: have a clearly defined classroom mission statement, demonstrate leadership, make the course work pertinent and flow from the students, and connect the course to the real world. Properly using CQI tools will allow teachers to: develop new classroom techniques, show that classroom processes are student-focused, revise their vision of the optimal learning environment, co-create learning experiences with their students, and extend learning experiences into the community. Tools for developing and implementing CQI are included along with detailed descriptions of their use. These are: affinity diagrams, cause and effect diagrams, control charts, flowcharts, force field analyses, histograms, nominal group process techniques and charts, operational definitions, Pareto diagrams, Quality Index Classroom Rating Profiles, relations diagrams, run charts, scatter diagrams, scenario builders, and systematic diagrams. (JLS)

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